

Executive Summary

This second annual publication of the National Oceanic and Atmospheric Administration's (NOAA) National Weather Service (NWS) Service Improvement Plan (NSIP) is a compendium of our planned product and service improvements for this year. Our plan intends to help the public and private sectors, our academic partners, our customers, and our employees to anticipate changes in NWS products and services.

NOAA's NWS is committed to continuously evaluating and improving customer service. Working with our partners and customers, we're continually assessing which experimental products and services should become operational, and which products best meet the needs of the American public. This document outlines new service efforts and changes in disseminating products.

NSIP 05 summarizes changes by the following areas:


- ✓ Customer Service
- ✓ Dissemination Services
- ✓ Aviation Weather Services
- ✓ Climate Services
- ✓ Digital Weather Services
- ✓ Fire Weather Services
- ✓ Health Weather Services
- ✓ Hydrologic Services

- ✓ Marine Weather Services
- ✓ Observation Services
- ✓ Public Weather Services
- ✓ Space Weather Services

NSIP 05, a living document, is frequently updated at the NSIP home page, <http://www.nws.noaa.gov/os/nsip.php>. NSIP 05 also will be updated after Congress passes the final budget appropriations for Fiscal Year 2005. A plan for next year, NSIP 06, will be released after the President issues the 2006 budget to Congress.

We encourage your comments, which you can submit online at the NSIP home page. Based on feedback from NSIP 04, we modified the format of the NSIP web page, and added an e-mail notification service. To register for automatic e-mail notification, go to the NSIP home page, and click "subscribe".

Contact the appropriate manager listed at the end of each service area for specific answers to individual questions.



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